CANDIDATE BRIEF

Front Line Services Technician, IT

Salary: Grade 4 (£19,202 – £22,017 p.a.)

Reference: CSUIT1276

We will consider job share and flexible working arrangements

Front Line Services Technician
IT

Do you enjoy helping people with IT solutions? Are you passionate about IT and customer service? Do you have experience of working in a customer facing technical support role?

Joining the IT Front Line Services Team you will act as first point of contact for enquiries to IT Services. You will work with a diverse range of customers, technologies and devices, solving problems and finding solutions to IT issues. With responsibility for triaging incoming enquiries and calls, you will work to provide a first time fix service for straightforward incidents and issues referring more complex issues to 2nd and 3rd line support teams across the IT Service. You will have excellent customer service skills and be able to translate technical information to a wide range of users.

You will be able to resolve a variety of technical issues, troubleshooting and providing first line and second line fixes for desktop, laptop, tablet and mobile devices. With a professional approach, excellent communication skills, you will be working as part of a team to manage your own workload, playing a key role in ensuring users can access core IT services.

What does the role entail?

As a Front Line Services Technician your main duties will include:
- Acting as first point of contact to provide a professional customer experience for all users of the IT Services;
- Receiving telephone calls, emails and face to face enquiries from IT Service Users, understanding the nature of their query and appropriately resolving or triaging requests and incidents to the relevant IT Service Function;
- Investigating technical issues reported by users, asking questions to understand the nature of the issue and referring to the most appropriate function;
- Resolving basic technical issues, troubleshooting and providing first line fixes for desktop, laptop, tablet and mobile devices;

- Maintaining knowledge base articles and artefacts to support the sharing of knowledge and skills in the team, contributing to continual service improvement activities;
- Ensuring that interactions with customers are recorded accurately, and with a high level of attention to detail;
- Supporting the delivery of IT support ad hoc projects e.g. office and teaching space moves and upgrades, key University events, introduction of new services;
- Responding to customer requests and incidents, taking responsibility for delivering customer focused technical solutions and fixes and associated follow up actions, referring more complex queries to colleagues or other teams as appropriate
- Advising customers in relation to purchase of new IT equipment, understanding their needs and making recommendations as well as advising on purchasing agreements, installation and set-up for new equipment.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Front Line Services Technician you will have:
- Experience of working in a customer facing role providing first and/or second line IT support, effectively troubleshooting and working with a wide range of hardware, software and operating systems;
- Excellent communication skills, with the ability to translate technical information a diverse range of customers;
- Ability to follow processes, and document your work effectively;
- Taking ownership of delivery of your work to agreed service levels and standards;
- Ability to work as part of a team;
- An ability to undertake basic investigation of issues with a problem solving approach;
- Experience of providing advice and guidance to customers in relation to the purchase and use of the of most suitable hardware and software;

- Experience of supporting the desktop environment, including installing and re-imaging, restoring from back-up or remote software deployment techniques (e.g. SCCM).

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Vaseem Mohammed, IT Operational Leader (Front Line Services)
Tel: +44 (0)113 343 2489
Email: V.Mohammed@leeds.ac.uk

Additional information

Find out more about [IT](#).

Working at Leeds
Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk.](mailto:disclosure@leeds.ac.uk)

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.